Training Survey, cont'd

Individual comments, solicited in the survey, help shed light on why respondents answered this question the way they did. Several respondents either wanted more advanced training or wanted training focused on more specific features of software programs. "I find that workshops I've attended have been paced too slow for my abilities and learning style," was one comment. Other users wanted help with simple tasks, such as creating PDFs or archiving e-mail.

"I think the results are illuminating," said Gretchen Anderson, adding, "We really appreciated going through the comments that people filled out." It was clear from the survey that the technology training needs of the KU community vary widely, from fundamental to highly specialized, making it a challenge to meet the needs of every user.

Blackboard: Your Online Course Software Survival Guide

What's Blackboard?

Blackboard (Bb) software allows you to view your KU course materials online, send e-mail to your instructor or classmates, participate in online discussions and lots of other wonderful stuff. Most of the instructors at KU use Bb, so you'll need to become familiar with it right away. This article will only scratch the surface of what Bb can do, but it will help you get started. So, let's begin!

Getting Going with Bb

To log in to the system:

Go to **courseware.ku.edu**.

Click the **Login** button and on the next page, enter the username and password that you set up for your KU Online ID. Click **Login** (yeah, again) and that's it.

Note: You can also enter Bb through the Kyou portal (**students.ku.edu**).

To enter a course website:

The first page you see inside Bb will have your name on it and several different areas of information (My Announcements, My Calendar, etc.).

Note that the tab at the upper left of the page says **My KU**. Clicking this tab will always bring you back to this page.

Look under the **My Courses** heading to find which of your classes have Bb sites established. Click on the **course title** to enter the site.

Note: Not all instructors use Bb, so you may not see all of your courses listed here. Your classes will be available on Bb two days before the semester begins.

Navigating Around in Bb

Once you're in a course site, you'll see the navigation buttons on the left side. These may differ from one class to another, but they'll always be in that location. It's a good idea to click through those buttons and just look around to see what your instructor or TA has put in there.

There are three ways to get more information about using specific Bb tools:

- Look for a navigation button called **Using Blackboard**. Here you'll find lots of helpful step-by-step instructions for using Bb tools. (Most, but not all, courses will include this button.)
- Click the **Course Tools** button in the navigation bar. Scroll down to find a detailed **User Manual**.
- Click the **Help** button at the top of the page. This will take you to the IDS website. Scroll down to the **Blackboard for Students** section, where you'll see links to handouts with step-by-step instructions on the most popular Bb tools.

Using Bb to Organize Your Life

Blackboard has a **built-in calendar** that you can use to keep track of appointments, due dates for assignments, or important deadlines. Click on the "more" link in the bottom right of the **My Calendar** area of your My KU page to begin adding things to the calendar. Or, check out the **My Tasks** area, where you can create to-do lists, keep track of your progress, and prioritize the things you need to get done.

Customizing the Look of Bb

You might want to change how your My KU page looks, to make it easier to find the things most useful to you. Here's how to customize that page to suit yourself:

To add or remove modules (such as the calendar) from the My KU page, click the **Modify Content** tab at the upper right. Here you can turn on or off any of the six available modules. We recommend that you **not** turn off My Courses or My Announcements; others are less critical.

Click **Modify Layout** to change the color scheme and/or arrangement of modules on the My KU page. You can place modules where you like and select from 15 different color schemes. Be sure to click **Submit** at the bottom right to save your changes.

If You Get Stuck

If you hit a snag and can't figure out how to do something in Bb, here's what to do:

Look at one of the three "help" options (see **Navigating**, above); or

If you're not able to log in to Bb, call the IT Customer Service Center at **785-864-8080**; or

If you can get in to Bb but then run into trouble, call IDS at **785-864-2600**.

KU Libraries Helps Students Succeed in Research with LA&S 292

This fall, KU Libraries will offer an eight-week course designed to help students improve their research and information management skills.

LA&S 292: Research Methods and Information Literacy (#44753) helps students build a foundation in university-level research and understand the information concepts that affect their ability to communicate as scholars. It also encourages students to use critical thinking skills to identify, locate, analyze and use information effectively. During the one credit hour course, students will engage in a variety of tasks, such as participating in in-class research practice, topic development activities and creating annotated bibliographies to demonstrate their ability to use information properly. Enrollment for each class is limited to 18 students.

To find out more abourt LA&S 292 or the Honors Seminar version of the course (LA&S 492), visit **www.lib.ku.edu/instruction/research/forcredit.shtml** or contact Erin Ellis (**eellis@ku.edu**), Coordinator of Instructional Services.

Questions? Comments?

Ask questions, give us ideas for articles in upcoming issues, and comment on past issues online at **skillset.ku.edu/comments**, or email Sarah Kanning (**kanning@ku.edu**).

Skillset is produced by KU Libraries in conjunction with Instructional Development & Support (IDS).

The University of Kansas
Instructional Services - KU Libraries
423 Anschutz Library
1301 Hoch Auditoria Drive
Lawrence, Kansas 66045-7537

Quick "Clicker" Basics

There's a good chance that, at some point while you're at KU, you'll take a class that involves using a student response system – typically known as "clickers."

This technology is a lot like audience voting systems for quiz shows or funniest video programs. Your instructor might use the clickers to find out how well you understand the class material or to take an instant opinion poll of the class, for example. Either way, you'll need to show up for class and pay attention, and ultimately these little devices can help you learn the material better than you might expect.

Here are some clicker basics –

If your instructor chooses to use clickers in class, he or she will order them at the bookstore, just like a textbook. You'll buy the transmitter at the bookstore (it usually costs around $20) and each semester you use it you'll pay a $10 access fee (it's $10 total each semester, not $10 per class). At the end of the semester you can sell the transmitter back to the bookstore, just like a book, but you might want to hang onto it, in case you have a clicker class the next semester.

You'll get detailed, step-by-step directions from your instructor on how to "register" your clicker online. If you lose these directions, go to the IDS website (ids.ku.edu) and select the "Clickers" link to find a handout especially for student users.

If you run into technical problems, don't hesitate to call the e-Instruction tech support line at (888) 333-7532. They can help with username issues, credit card problems, pad number assignment, etc.

If your transmitter quits working:

First check the batteries by replacing them with new ones.

Log into eInstruction.com to verify that the serial number was recorded correctly.

If it still doesn't work, call the eInstruction tech support line (toll free) at 888-333-7532. If they cannot get it to work, e-Instruction will e-mail you a Bookstore Exchange form. Take the defective clicker and the form to the KU Bookstore and you will be given a new clicker.

Still in the dark about clicking? Contact IDS at 864-2600 or e-mail us at ids@ku.edu and we'll do our best to answer your questions promptly!

Workshop Locations

Anschutz	Anschutz Instruction Center, 3rd floor Anschutz Library, next to the service desk
Budig	10a Budig Hall (lower level of Budig Hall)
Budig Media Lab	10b Budig Hall (lower level of Budig Hall)
Computer Center	Auditorium, 2nd floor Computer Center
Edwards Campus	Edwards Campus Computer Lab

Registration Required

Computing workshops are **free** to KU students, staff and faculty, but they **require registration**.

To register or find out more, visit **www.infotraining.ku.edu** email **training@ku.edu**, or call **785-864-0410**. You must be confirmed by phone or by email to attend the workshop. If you try to register for a class and it is full, be sure to add your name to the waiting list. You will be notified by email if a space in that workshop becomes available. Workshops are often added to the schedule based on demand, so check the web site for additions throughout the semester.

Who We Are

Skillset is a joint publication of Instructional Services at the KU Libraries and Instructional Development & Support. The Student Edition appears twice a year (February and August). For more information and PDF versions of back issues, see the online archive at **skillset.ku.edu**. Comments and questions? E-mail Sarah Kanning (**kanning@ku.edu**)

Instructional Services
www.lib.ku.edu/instruction

Instructional Services helps the campus community use technology and information for teaching, learning, and working. As part of KU Libraries, we offer instructor-led instructional opportunities on both computing and information literacy topics that promote the development of critical thinking and research skills. We provide scheduled workshops, in-class instruction for KU courses, custom training for departments and groups, and consulting services for individuals.

Contact us at **training@ku.edu** or **864-0410** to learn more or set up a consultation.

Instructional Development & Support (IDS)
www.ids.ku.edu

Think of us as "the learning environments group." We oversee classroom technologies, provide assistance with online tools such as Blackboard, and consult with faculty and other teaching staff about instructional technology use. We also offer help and training on digital photography and video production. IDS maintains a circulating equipment pool with items to support teaching activities, such as data projectors, DVD players, and digital cameras. We offer workshops and seminars frequently throughout the semester, and our staff members also meet individually with instructors to accommodate busy schedules. Call, e-mail, or stop by—we're ready when you are!

Contact IDS at **864-2600** or **ids@ku.edu** to learn about designing instruction that takes advantage of a wide variety of innovative teaching strategies and available-right-now technologies.

IDS is located directly across from Anschutz library, in the southeast corner of Budig Hall. Offices are in room 4 Budig Hall, and workshops are in room 6.

back-to-school 2008
student edition

skillset

for learning, teaching, and working at KU

Zanice Bond de Perez of the Writing Center (right) helps a student athlete develop a thesis statement for a paper in KU Libraries' LA&S 292 Research Methods course this summer, taught by librarians Tami Albin and Julie Petr. LA&S 292 (and the Honors Seminar version, LA&S 492) will be offered this fall and is open to all KU students.

Survey Says: Training Survey Results In, Changes Planned

In February, Instructional Services concluded a survey designed to gauge the effectiveness of its training for faculty, staff and students at KU. This fall, you will see some changes based upon some of the initial findings. Kathy Pribbenow, Training Coordinator, led the effort to design and deploy the survey, and Mickey Waxman, Stats Consultant/Programmer, assisted with the analysis.

Based on the survey results, Jennifer Church-Duran, assistant dean for user services, has set some preliminary goals for the department. "We are considering some specialized, shorter workshops," says Church-Duran adding, "We already do that to a certain extent with Dreamweaver, CSS and Web graphics workshops." Instructional Services is exploring how to do more to promote customized training within departments and possibly Human Resources (in order to promote training to new staff members). Other planned changes include Web site improvements and possibly developing more learning resources such as online tutorials and/or a knowledge base, in order to give people quick access to the answer they need.

> **"I think the results are illuminating ... we really appreciated going through the comments that people filled out."**
>
> ***Gretchen Anderson, Trainer Instructional Services***

Not everything went well with the survey. The undergraduate population had to be discounted from the survey due to the lack of responses. Less than 1 percent of the undergraduates asked chose to complete it, so those results were discounted as unlikely to provide an accurate depiction of undergraduates' wants and needs. Instructional Services is looking into alternative methods to get that information from KU undergraduates in the future.

Instructional Services did get enough responses from staff, faculty and graduate students to learn about their needs, some of which are not currently being met. When responding to the question, "Do Instructional Services workshops fit your needs?" 69.2 percent of the faculty and 67 percent of the graduate students said 'no.' Only the staff gave IS a majority 'yes' with 54 percent saying that Instructional Services fit their needs.

(cont'd inside)

Inside...

- Blackboard: Your Online Course Software Survival Guide
- Free workshops – listings for August, September and October

Watch for our next issue in October!

THE UNIVERSITY OF KANSAS

data & statistics

GIS					
GIS I: ArcMap Introduction	Wed	Sep 3	10:00 AM	12:00 PM	Budig
GIS I: Finding GIS Data on the Web	Thurs	Sep 11	10:00 AM	12:00 PM	Budig
GIS I: Power Hour (ArcMap Introduction)	Thurs	Aug 28	1:00 PM	2:20 PM	Budig
GIS II: Mapping Your Data	Mon	Sep 22	9:30 AM	11:30 AM	Budig
SAS					
SAS Enterprise Guide: Point and Click with SAS	Thurs	Sep 25	2:00 PM	4:00 PM	Budig
SPSS					
SPSS I: Getting Started	Tues	Sep 2	10:00 AM	12:00 PM	Budig
SPSS I: Getting Started	Fri	Sep 12	11:30 AM	1:00 PM	Edwards Campus
SPSS I: Getting Started	Mon	Sep 15	2:00 PM	4:00 PM	Anschutz
SPSS I: Getting Started	Mon	Sep 22	11:30 AM	1:00 PM	Edwards Campus
SPSS II: Building SPSS Skills	Thurs	Sep 4	10:00 AM	12:00 PM	Budig
SPSS II: Building SPSS Skills	Wed	Sep 17	2:00 PM	4:00 PM	Anschutz
SPSS III: Output and Graphics	Tues	Sep 9	10:00 AM	12:00 PM	Budig
SPSS III: Output and Graphics	Wed	Sep 24	2:00 PM	4:00 PM	Anschutz

internet/ e-mail

KU Anywhere					
KU Anywhere: Anywhere you want to work? *NEW!*	Tues	Sep 9	1:00 PM	2:00 PM	Budig
KU Anywhere: Anywhere you want to work? *NEW!*	Fri	Oct 3	11:00 AM	12:00 PM	Budig
Outlook					
Outlook 2003: Tips and Tricks	Wed	Sep 24	10:30 AM	12:00 PM	Budig
Outlook 2007: Tips and Tricks *NEW!*	Thurs	Oct 2	10:30 AM	12:00 PM	Anschutz
Outlook 2007: What's New *NEW!*	Thurs	Sep 25	11:00 AM	12:00 PM	Anschutz

computer security

Best Practices/Security Awareness	Tues	Sep 16	10:00 AM	12:00 PM	Anschutz
Best Practices/Security Awareness	Wed	Oct 8	3:00 PM	5:00 PM	Budig
Hardening Network Setup on Computers	Tues	Sep 23	10:00 AM	12:00 PM	Anschutz
Hardening Network Setup on Computers	Thurs	Oct 2	1:00 PM	3:00 PM	Budig

graphics/ web authoring

Graphics					
InDesign: Work Essentials	Thurs	Sep 18	1:00 PM	4:00 PM	Anschutz
Graphics: Foundation	Mon	Sep 15	1:30 PM	3:00 PM	Budig
Photoshop: Intermediate	Tues	Sep 30	2:00 PM	5:00 PM	Anschutz
Photoshop: Introduction	Tues	Sep 23	2:00 PM	5:00 PM	Anschutz
Web Authoring					
Dreamweaver: Getting Started	Tues	Sep 9	3:00 PM	5:00 PM	Budig
Dreamweaver: Getting Started	Thurs	Sep 25	8:30 AM	10:30 AM	Budig
Dreamweaver: Creating Web Pages	Tues	Sep 16	3:00 PM	5:00 PM	Budig
Dreamweaver: Creating Web Pages	Thurs	Oct 2	8:30 AM	10:30 AM	Budig
Dreamweaver: Getting Your Site Under Control	Tues	Sep 23	3:00 PM	4:30 PM	Budig
Dreamweaver: Getting Your Site Under Control	Thurs	Oct 9	8:30 AM	10:00 AM	Budig
Dreamweaver: Quick Fixes	Tues	Sep 29	3:00 PM	4:30 PM	Budig
Dreamweaver: Visual Design Using CSS	Tues	Oct 7	2:00 PM	5:00 PM	Budig

research & libraries

EndNote					
Endnote I in 60-minutes (Get Endnote & download citations from databases)	Wed	Aug 27	5:00 PM	6:00 PM	Edwards Campus
Endnote I in 60-minutes (Get Endnote & download citations from databases)	Fri	Aug 29	12:00 PM	1:00 PM	Edwards Campus
Endnote II in 60-minutes (Bibliographies, Citations & Word)	Wed	Sep 3	5:00 PM	6:00 PM	Edwards Campus
Endnote II in 60-minutes (Bibliographies, Citations & Word)	Fri	Sep 5	5:00 PM	6:00 PM	Edwards Campus
EndNote: Bibliographies and Cite-While-You-Write	Fri	Sep 5	10:30 AM	12:00 PM	Anschutz
EndNote: Bibliographies and Cite-While-You-Write	Wed	Oct 1	4:30 PM	6:00 PM	Anschutz
EndNote: Libraries and Databases	Fri	Aug 29	10:30 AM	12:00 PM	Anschutz
EndNote: Libraries and Databases	Wed	Sep 24	4:30 PM	6:00 PM	Anschutz
EndNote: Power Hour	Wed	Sep 17	12:30 PM	1:30 PM	Anschutz
EndNote: Power Hour	Mon	Oct 6	4:30 PM	6:00 PM	Anschutz
RefWorks					
RefWorks: Writing and Citing	Thurs	Aug 28	3:30 PM	4:25 PM	Anschutz
RefWorks: Writing and Citing	Wed	Oct 1	9:00 AM	9:55 AM	Anschutz
Research Essentials					
LUNA: What's New on the KU Digital Images Database *NEW!*	Wed	Sep 17	9:00 AM	10:30 AM	Anschutz
Online Research in 60-minutes (Databases, Websites & Search Engines)	Fri	Aug 22	12:00 PM	1:00 PM	Edwards Campus
Online Research in 60-minutes (Databases, Websites & Search Engines)	Sat	Aug 23	9:30 AM	10:30 AM	Edwards Campus

office productivity

Powerpoint					
PowerPoint 2003: Introduction	Tues	Sep 30	9:00 AM	12:00 PM	Budig
PowerPoint 2003: Intermediate	Tues	Oct 7	9:00 AM	12:00 PM	Budig
PowerPoint 2003: Power Hour	Fri	Sep 12	11:00 AM	12:00 PM	Budig
PowerPoint 2007: What's New *NEW!*	Wed	Sep 3	11:00 AM	11:55 AM	Anschutz
Word					
Word 2003: Document Enhancement Features	Thurs	Oct 9	10:30 AM	12:30 PM	Budig
Word 2003: Everyday Tasks	Thurs	Sep 11	1:30 PM	3:30 PM	Budig
Word 2003: Long Documents	Thurs	Oct 2	7:30 PM	9:00 PM	Edwards Campus
Word 2003: Long Documents	Wed	Oct 8	11:30 AM	1:30 PM	Budig
Word 2007: Formatting and Visual Impact *NEW!*	Wed	Oct 1	11:30 AM	12:25 PM	Budig
Word 2007: What's New *NEW!*	Wed	Sep 3	9:00 AM	9:55 AM	Anschutz
Word 2007: Work Essentials *NEW!*	Wed	Sep 10	9:00 AM	10:30 AM	Budig
Excel					
Excel 2003: Introduction	Thurs	Aug 28	9:00 AM	12:00 PM	Anschutz
Excel 2003: Data Management	Thurs	Sep 4	9:00 AM	12:00 PM	Anschutz
Excel 2003: Functions and Data Analysis Tools	Thurs	Sep 11	9:00 AM	12:00 PM	Anschutz
Excel 2003: Charting	Thurs	Sep 18	9:00 AM	11:00 AM	Anschutz
Excel 2007: What's New *NEW!*	Wed	Sep 3	10:00 AM	10:55 AM	Anschutz
Excel 2007: Work Essentials *NEW!*	Tues	Sep 23	10:30 AM	12:00 PM	Budig
Databases					
Access 2003: Introduction	Wed	Sep 3	1:00 PM	5:00 PM	Budig
Access 2003: Queries	Wed	Sep 10	1:00 PM	4:00 PM	Budig
Access 2003: Forms	Wed	Sep 24	1:00 PM	4:00 PM	Budig
Access 2003: Reports	Wed	Oct 1	1:00 PM	4:00 PM	Budig
Access 2007: What's New *NEW!*	Wed	Oct 8	9:00 AM	10:00 AM	Budig
PDF: Power Hour					
PDF: Power Hour	Fri	Sep 12	9:30 AM	10:30 AM	Budig
PDF: Power Hour	Thurs	Sep 18	12:00 PM	1:00 PM	Edwards Campus

computing basics

Windows Operating System					
Introduction to Personal Computing using Mac OS X	Wed	Aug 27	9:30 AM	11:30 AM	Budig Media Lab
Introduction to Personal Computing using Mac OS X	Tues	Sep 16	1:00 PM	3:00 PM	Budig Media Lab
Introduction to Personal Computing using Windows	Tues	Aug 26	1:00 PM	3:00 PM	Anschutz
Introduction to Personal Computing using Windows	Wed	Sep 17	10:00 AM	12:00 PM	Anschutz
Windows: Vista	Tues	Sep 2	4:00 PM	4:55 PM	Computer Center

Be Compatible (with your file types!)

If you hand in paper copies of your homework, projects and papers, nobody cares what version of Office you use.

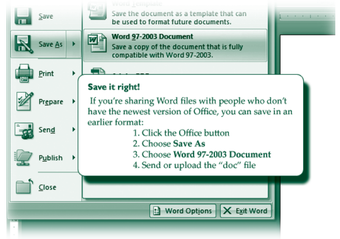
However, when you turn in your work electronically via Blackboard or as e-mail attachments, it's a different story. If you use Office 2007, professors who have an earlier version may find it a hassle to open and read your files, or may not be able to open them at all.

To keep your professors happy and ensure that you get proper credit for your work, follow this fool-proof guide to saving files they can open, read and grade(!).

1. Ask. If you are turning in papers electronically for a class, check the syllabus for file type requirements; if there are none specified, **ask your professors what file formats they prefer and will accept.**

2. If necessary (or to be safe), save as an earlier version. If you use Word 2007 for instance, you can save files in a earlier format by clicking the Office button, choosing Save As, and then choosing Word 97-2003 Document (it's similar in other Office applications)

3. Upload or send the file. Be sure to choose the doc file you just created (not docx)!


Save
Save the document as a template that can be used to format future documents.
Save As
Word 97-2003 Document
Save a copy of the document that is fully compatible with Word 97-2003.
Print
Prepare
Send
Publish
Close
Save it right!
If you're sharing Word files with people who don't have the newest version of Office, you can save in an earlier format:
1. Click the Office button
2. Choose Save As
3. Choose Word 97-2003 Document
4. Send or upload the "doc" file
Word Options
Exit Word

BTW, YR LIBRARIAN CN TXT!

Starting this fall, KU students, faculty and staff have yet another way to **Ask a Librarian** their research- and library-related questions: SMS/text messaging. (Note: your normal texting charges will apply.)

To send a text message question to Ask a Librarian,

1. Text to 265010
2. Start the message with **kulibr1:** or **kulibr2:** followed by the message.
   Ex.: kulibr1: Can you help me?

You can still contact Ask a Librarian by **instant message** (via your IM client or the Ask a Librarian web site), **e-mail**, **phone**, or **in person**. See **www.lib.ku.edu/askalibrarian** for hours and details.

Note: *For those who aren't veteran texters, the headline above reads "By the way, your librarian can text."*

workshops

2008 Skillset

BACK TO SCHOOL

All workshops are **FREE**. See back page for details on workshop locations.

See more workshop listings and register online at **www.infotraining.ku.edu**

Questions? Call **864-0410** or e-mail **training@ku.edu**